

ATTACHMENT 1  
Performance Work Statement

**Introduction**

This Performance Work Statement (PWS) describes the Center-wide Administrative Services to be provided at the George C. Marshall Space Flight Center (MSFC) and other Government-provided facilities specified elsewhere in the contract. The Contractor shall provide all personnel, materials, equipment, and facilities, except as stated otherwise, required to deliver the services described herein.

**Objective**

The objective of this contract is to provide professional administrative services to MSFC as described in the Work Breakdown Structure (WBS) tree, below. These WBS reference numbers shall be specified in task orders issued in accordance with paragraph 44 of the contract.

1.0 Program Management

- 1.1 Contractor Quality Control
- 1.2 Government Quality Assurance
- 1.3 Contractor Licensing and Certification
- 1.4 Management and Administration
- 1.5 Resources Management
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- 2.2 Office Files/Records Maintenance
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- 2.4 Desktop Processing
- 2.5 TDY Travel Support
- 2.6 Security Support
- 2.7 Human Resources Transactional Processing
- 2.8 Technical Writing Support
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- 2.11 Training Support
- 2.12 Self Evaluation Support
- 2.13 Court Reporter Support
- 2.14 Temporary Management Support Assistance
- 2.15 Technical Coordinator

### 3.0 NASA STARS Resume Operations Center Support

3.1 Resume Processing; Forms Processing; Files Maintenance (Automated/Manual); and Data Entry

## **1.0 Program Management**

### **1.1 Contractor Quality Control**

The Contractor shall ensure quality of the work associated with the performance of this contract. The Contractor shall evaluate the entire scope of operations, assign a level of importance, and implement an effective quality control program.

### **1.2 Contractor Licensing and Certification**

The Contractor shall obtain licenses required to conduct business (i.e. local, or state business licenses) prior to beginning work on this contract. The Contractor shall submit verification of all licensing and certifications to the Contracting Officer and Contracting Officer Technical Representative (COTR) within 30 days after contract award.

### **1.3 Management and Administration**

The Contractor shall provide program management and on-site supervision of services performed to satisfy the requirements of this contract. Program management functions shall include, but not limited to, handling all employment matters relating to contractor employees and ensuring that the Contractor employee relationship with NASA Government Employees is not characterized as an employer-employee relationship, and that all delivered services meet the performance standards identified in the contract and task order. A work progress system shall be established and maintained by the Contractor in such depth and sufficient detail to provide status of tasks. A monthly status report shall be prepared in accordance with DRD 977MA-002. The contractor shall prepare a Management Plan in accordance with DRD 977MA-001.

### **1.4 Resources Management**

The Contractor shall manage the labor, material, and other resources necessary to perform the work required. Because of the nature of NASA work and organizational structure, the Contractor shall maintain working shifts to support programs and/or organizations. Additionally, the

Contractor shall provide continuity of administrative service when an absence of five consecutive workdays or more of one of its employees is anticipated. The Contractor shall determine the workload of Contractor employees based on needs of requiring organization. In the event of a conflict between the Contractor and its customer, the COTR will bring the conflict to resolution. Subject to prior written approval of the Contracting Officer, the Contractor may implement "tele-commuting", "flex-place", or other innovative approaches that will increase the effectiveness of efficiency of services provided.

### **1.5 Safety, Health, and Environmental**

The contractor shall establish and implement an industrial safety, health, and environmental program and provide a Safety and Health Plan in accordance with DRD 977SA-001. The contractor's industrial safety, health, and environmental program shall incorporate the following Safety and Health Program Core Process Requirement (CPR) elements documented in MPG 8715.1:

- a. Management commitment and employee involvement in the safety and health program.
- b. System and worksite hazard analysis.
- c. Hazard prevention and control.
- d. Safety and health training.
- e. Environmental compliance.

Mishaps shall be reported to the MSFC S&MA Office in accordance with DRD 977SA-002.

### **1.6 Security Requirements**

The Contractor shall comply with all NASA and local security requirements. In accordance with DRD 977CD-002 the Contractor shall provide an on-site employee location listing.

The contractor shall prepare an information technology security plan for each Federal general support computer system and major software application managed by contractor and subcontractor personnel in performance of this contract. In addition, the contractor shall prepare an information technology security plan that documents how the contractor and subcontractor personnel securely utilize Federal computer systems and software applications managed by others. Each security plan shall be based on an assessment of risks and document the safeguards necessary to ensure

sufficient electronic information availability, integrity, and confidentiality as required by NPG 2810.1. The contractor shall prepare the information technology security plan(s) in accordance with DRD 977CD-001.

Neither the Contractor nor any of their employees shall ~~disclose or cause to be disseminated any information~~ concerning Government operations, including those performed by contractors for the Government, which could result in or increase the likelihood of the possibility of a breach of security or interrupt the continuity of operations. Disclosure of information relating to the services hereunder not entitled to receive it, or failure to safeguard any classified information that may come to the Contractor or any person under their control in connection with work under this contract, may subject the Contractor, their agents, or employees to criminal liabilities.

All inquiries, comments, or complaints arising from any matter observed, experienced, or learned as a result or in connection with the performance of this contract, the resolution of which may require the dissemination of official information will be directed to the COTR.

No Contractor employee will be admitted to the site of work unless they furnish satisfactory proof of U.S. citizenship, or, if an alien, their residence within the United States is legal.

For Contractor personnel working in sensitive positions, with access to Government Employee Information, i.e., Personnel and/or Payroll Files, favorable personal background checks are required.

A Government vehicle will be furnished to the Contractor in performance of the mail/reports distribution task under this contract. Prior to operation of Government Vehicle, the Contractor shall show proof of acceptable driving records of all operator personnel. An acceptable driving record is one that contains not more than two moving violations during the current three-year period, or no moving violations and not more than one at fault accident in the current three-year period. Two no-fault accidents in the current three-year period are acceptable. Driving while intoxicated, or driving under the influence, or a reckless driving violation within a five-year period is an unacceptable driving record.

The Contractor shall establish, implement, and maintain an inventory control system to track and control all

Government furnished, contractor acquired property. The Contractor shall comply with the Government property clauses specified elsewhere in the contract. The Contractor shall prepare and maintain a report identifying and listing all equipment, tools, etc., provided by the Government for use by the contractor in the performance of contracted effort, and for which the contractor has been given physical custody. This report shall be prepared and maintained in accordance with DRD 977LS-001.

## **2.0 Core Administrative Services**

### **2.1 General Administrative Support**

The Contractor shall provide administrative/clerical support. Services include, but may not be limited to, general office support including telephone messaging, master appointment and schedule coordination for the office being supported, visitor control, meeting support, telecommunications support, scheduling conference rooms, and classroom support. The Contractor shall disseminate information, reproduce documents, transmit facsimiles, replenish supplies and provide safety program support. The Contractor shall provide data management services including, but limited to, desktop processing, travel coordination, correspondence tracking using Centerwide Action Item Tracking System (CAITS), time and attendance entries into the Web-based Time and Attendance System (WEBTADS) and key request control. The Contractor shall provide library maintenance, research, retrieval and delivery of resources such as instructions, guidelines, regulations, books, publications, technical/engineering documents, drawings, pictures, and electronically stored resources. In order to effectively support this WBS, knowledge of office automation software programs and operation of Windows based personal computer systems is required.

### **2.2 Office Files/Records Maintenance**

The Contractor shall, in accordance with the Office of Personnel Management, Code of Federal Regulations, Title 5 U.S. Code, Part 293, NASA NPG 1441.1 Records Retention Schedule, Privacy Act, and/or other regulatory requirements, establish, review, and maintain office files/records on Civil Service personnel, action documents, employment verifications, correspondence, and provide copies upon request. In those instances where no system exists, the Contractor shall determine and implement record/file systems most conducive for prompt retrieval, considering type of materials, flow/processes; and extent of use.

### **2.3 Mail/Reports Distribution**

The Contractor shall receive, open, and distribute incoming mail to appropriate personnel or MSFC organizations. The Contractor shall pick up, sort, and deliver incoming and outgoing mail, facsimiles, letters, correspondence, U.S. Postal, and express mail, at both On-Center and Off-Center Sites as directed using a Government-Furnished Vehicle Monday through Friday of each business week. The Contractor shall hand carry and deliver parcels marked urgent/express/emergency when so designated by the Government. Contractor employee are required to lift/load and move parcels/boxes of forty pounds or less, without assistance.

### **2.4 Desktop Processing**

The Contractor shall provide desktop processing support such as, but not limited to, data entry and retrieval, word processing, presentation graphics, spreadsheets, viewgraphs, and reports. The Contractor shall maintain and provide these services utilizing MSFC Window based applications such as, but not limited to, Microsoft Excel, Microsoft Word, File Maker Pro, Microsoft Project, Power Point, and Project. Data may be received in any of the following forms - raw data, handwritten, typed, clip art, clipped publication, paper, and/or electronic.

### **2.5 TDY Travel Support**

The Contractor shall provide TDY travel support which shall include, but is not limited to, preparation and processing of travel requests, orders, vouchers, itineraries, schedules, summaries, reservations, obtain and deliver airline tickets (if required) to the traveler, process and expedite (if required) travel packages through and including required MSFC administrative approvals, coordinate or notify companies, organizations, or officials to be visited, and keep traveler informed of the status of his/her travel arrangements. A travel package includes all required documentation from the initial travel request through and including the final step of filing the approved/completed travel voucher.

### **2.6 Security Support**

The Contractor shall provide administrative support to the Protective Services Department such as, but not limited to, processing requests for MSFC issued firearm permits.

The Contractor shall prepare required documents for foreign visitors/representatives, perform necessary data base research on each individual, secure the International Visits Coordinator (IVC) approval, make required distribution, file appropriate documents, and draft notification of approval of visit for submittal to the IVC. The Contractor shall be required to interface with other MSFC on-site contractors to accomplish tasks issued under this paragraph.

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## **2.7 Human Resources Transactional Processing**

The Contractor shall provide support in the automated processing of human resources transactions. Work may include, but not limited to, general database management, workforce tracking support; processing Standard Form 52 actions; personnel records; recruiting support. In order to effectively support this WBS, use/knowledge of Windows based computer applications such as, but not limited to, Microsoft Word, Microsoft Excel, Microsoft Project, Filemaker Pro, and Microsoft Powerpoint is required. The Contractor shall input data in AdminSTAR(ASTAR) and the NASA Personnel and Payroll System (NPPS). Instructions and pre-established guidelines to perform the ASTAR and NPPS functions are available to the Contractor.

## **2.8 Technical Writing Support**

The Contractor shall provide writing services using office automation to produce deliverables such as letters, memoranda, charters, awards (i.e., contracts, grants, purchase orders, etc.), and senior executive service documents. The Contractor shall research, gather, and analyze information to integrate into a final product, which may be hard copy, disc, or electronically transmitted

## **2.9 Human Resources Technical Support**

The Contractor shall provide technical support to perform work requiring knowledge of civilian personnel terminology, requirements, procedures, functions and processes such as employment, promotion, Federal benefits and service, training, and official personnel actions. The Contractor shall prepare personnel reports and be familiar with personnel procedures. The contractor shall possess knowledge of procedures for the maintenance and content of master personnel and organizational records. In order to support this WBS, broad knowledge of Federal Personnel Systems and in-depth knowledge about personnel management concepts, principles, and techniques is required. The Contractor shall collect and analyze data, make

recommendations based on data analyses and comparison with appropriate regulations and guidelines, and assure appropriate documentation of actions.

#### **2.10 Education Specialist**

The Contractor shall provide support that may include, but not limited to, the following activities: develop education support plans, present professional development workshops, plan agendas, develop materials for presentation at NASA Education Workshops and facilitate sessions. The Contractor shall conduct liaison activities with local educational institutions. The Contractor shall edit and update publications and material to be included in the computer database. The Contractor shall maintain evaluative data and assist in the collection of program data.

#### **2.11 Training Support**

The Contractor shall provide support to administer on-line processing of training requests, identification and registration of students for scheduled training, recording of course completions in the NASA automated training system, and the evaluation of all training courses. The Contractor shall coordinate training activities through all appropriate organizational training coordinators and representatives. The Contractor shall develop a consolidated annual center-wide training plan for assigned disciplines ensuring all identified priority-training needs are acknowledged. The Contractor shall evaluate all training courses and make recommendations for improvements to on-site training programs. The Contractor shall publicize and promote training services including consulting, training schedules, processes, and procedures. The Contractor shall provide support to distance learning activities, satellite delivery, televised instruction, computer based training, and internet broadcast.

#### **2.12 Self-Evaluation Support**

The Contractor shall provide functional management assessment of NASA activities and operations in accordance with regulations, and local guidelines, and incorporate the results into a summary report of findings and recommendations. In order to effectively support this WBS, knowledge of the function being assessed is required.

#### **2.13 Court Reporter Support**

The Contractor shall provide support to record examination, testimony, judicial opinions, or other proceedings for a court of law by machine shorthand. The Contractor shall read portions of transcript during depositions on request and ask speakers to clarify inaudible statements. The Contractor shall transcribe recorded material, using office automation.

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#### **2.14 Temporary Management Support Assistance**

The Contractor shall provide pre-approved management support assistance not to exceed 120 days with a proviso to extend said assistance for an additional 120 days. This position provides principal assistance in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. The Contractor shall work independently, receiving a minimum of detailed instruction and guidance. The Contractor shall perform varied clerical and administrative duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

#### **2.15 Technical Coordinator**

The Contractor shall provide support to organizations with coordinators who use some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Assignments may include conducting cost benefit analyses, statistical analyses, regulatory studies, management studies, and compliance auditing. The Contractor shall select from alternative methods and refer problems not solvable by adapting or interpreting substantive guides, manuals, or procedures to the customer.

#### **3.0 NASA STARS Resume Operations Center Support**

The Contractor shall provide support to process NASA resumes into an automated system, NASA STARS. The Contractor shall process "quick apply" forms as applicants apply for consideration for NASA vacancies. The Contractor shall maintain electronic and manual files. Duties may include, data entry, telephone messaging, reports distribution, and general administrative support. In order to support this WBS, Office automation skills are required.

DATA PROCUREMENT DOC.  
NO. 977  
ISSUE  
Basic

**NAS8-01002**

CONTRACT/RFP

EXHIBIT NUMBER

**2**

ATTACHMENT NUMBER

**Center-Wide Administrative Services**

PROJECT/SYSTEM

## ***DATA PROCUREMENT DOCUMENT***

**Mainthia Technologies, Inc.**

CONTRACTOR

**September 1, 2002**

DATE

National Aeronautics and  
Space Administration





## 1.0 INTRODUCTION

1.1 Scope: Subject to the Rights in Data clause, this Data Procurement Document (DPD) sets forth the data requirements in each Data Requirements Description (DRD) and shall govern that data required by the DPD for the contract. The contractor shall furnish data defined by the DRD's listed on the Data Requirements List (DRL) by category of data, attached hereto, and made a part of this DPD. Such data shall be prepared, maintained, and delivered to MSFC in accordance with the requirements set forth within this DPD. In cases where data requirements are covered by a Federal Acquisition Regulation (FAR) or NASA FAR Supplement (NFS) regulation or clause, the regulation will take precedence over the DPD, per FAR 52.215-8.

1.2 DPD Description: This DPD consists of a Document Change Log, a Page Revision Log, a Table of Contents, an Introduction, a Statement of General Requirements, DPD maintenance procedures, a DRL, and the DRD's.

1.2.1 General Requirements: The general requirements, as specified in paragraph 2.0 of this DPD, prescribe those requirements applicable to the preparation, maintenance, and delivery of data that are better defined in aggregate than in the individual DRD's.

1.2.2 Data Requirements List (DRL): Throughout the performance of the contract, the DRL provides a listing by data category of the data requirements of the DPD.

1.2.3 Data Requirements Descriptions (DRD's)

1.2.3.1 Each data requirement listed on the DRL is given complete definition by a DRD. The DRD prescribes content, format, maintenance instructions, and submittal requirements.

1.2.3.2 For the purpose of classification and control, DRD's of this DPD are grouped into the following broad functional data categories:

| <u>CATEGORY SYMBOL</u> | <u>DESCRIPTION</u> |
|------------------------|--------------------|
| CD                     | Contractual Data   |
| LS                     | Logistics/Support  |
| MA                     | Management         |
| SA                     | Safety             |

1.2.3.3 The symbols representing these data categories form part of the prefix of the DRD identification number. The first numerical characters reflect the DPD number.

1.2.3.4 To facilitate the usage and maintenance of the DPD, the DRD's have been sectionalized in accordance with the above data categories.

1.2.3.5 The DRD's are filed by data category and are in alpha-numeric sequence as listed on the DRL page (or pages) that precedes the DRD's.

1.2.4 Document Change Log (DCL) and Page Revision Log (PRL): The Document Change Log chronologically records all revision actions that pertain to the DPD. The Page Revision Log describes the current revision status of each page of the DPD and thus, at all times, provides its exact configuration.

1.2.5 DPD Maintenance Procedures: Maintenance procedures define the detailed methods to be employed in maintaining the DPD. Detailed maintenance procedures are specified in paragraph 3.0 of this DPD.

- 1.3 Data Types for Contractual Efforts: The types of data and their contractually applicable requirements for approval and delivery are:

TYPE

DESCRIPTION

- 1 All issues and interim changes to those issues require written approval from the requiring organization before formal release for use or implementation.
- 2 MSFC reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. Data shall be submitted to the procuring activity for review not less than 45 calendar days prior to its release for use or implementation. The contractor shall clearly identify the release target date in the "submitted for review" transmittal. If the contractor has not been notified of any disapproval prior to the release target date, the data shall be considered approved. To be an acceptable delivery, disapproved data shall be revised to remove causes for the disapproval before its release.
- 3 These data shall be delivered by the contractor as required by the contract and do not require MSFC approval. However, to be a satisfactory delivery, the data must satisfy all applicable contractual requirements.
- 4 These data are produced or used during performance of the contract and are retained by the contractor. They shall be delivered when MSFC requests it according to instructions in the request. The contractor shall maintain a list of these data and shall furnish copies of the list to MSFC when requested to do so.
- 5 These data are incidental to contract performance and are retained by the contractor in those cases where contracting parties have agreed that delivery is not required. However, the Contracting Officer or the Contracting Officer's Representative shall have access to and can inspect this data at its location in the contractor's or subcontractor's facilities.

2.0 STATEMENT OF GENERAL REQUIREMENTS

- 2.1 Applicable Documents: Documents included as applicable documents in this DPD are the issue specified in the Statement of Work, and form a part of the DPD to the extent specified herein. References to documents other than applicable documents in the data requirements of this DPD may sometimes be utilized. These do not constitute a contractual obligation on the contractor. They are to be used only as a possible example or to provide related information to assist the contractor in developing a response to that particular data requirement.

2.2 Subcontractor Data Requirements

- 2.2.1 The contractor shall specify to subcontractors and vendors, if any, the availability source of all data required for the satisfactory accomplishment of their contracts. The contractor shall validate these requirements for documents when appropriate; where the requirement concerns other contractor data, the contractor shall provide his subcontractor or vendor with the necessary documents. All such requests shall be accomplished under the auspices of the contractor.

- 2.2.2 Reference to subcontractor data in the contractor's responses is permissible, providing the references are adequate and include such identification elements as title, number, revision, etc., and a copy of the referenced data is supplied with the response document at time of delivery to MSFC.

2.3 Distribution

- 2.3.1 Distribution of required documentation shall be in quantities determined by the Contracting Officer. Recipient names and email addresses shall be noted on a separate distribution list to be furnished by the Contracting Officer.
- 2.3.2 Electronic submission of data deliverables is preferred. The preferred formats include Microsoft Word, Excel, PowerPoint, or Adobe Acrobat PDF as appropriate. The software versions shall be confirmed prior to submittals. Marshall Policy Directive (MPD) 2210.1 specifies the requirements for utilizing the Documentation Repository. Electronic data submittals to the Repository shall be coordinated with the Repository. MSFC has the capability of receiving electronic data files for importing into the MSFC Documentation Repository system. Computer-Aided Design (CAD) drawings shall be submitted in the original native vector, Hewlett-Packard Graphic Language (HPGL) and raster image formats.
- 2.4 Printing: All printing, duplicating, or binding shall be in accordance with NFS 1852.208-81, Restrictions on Printing and Duplicating. Printing of formal reports and Type 1 and 2 data in book format shall be in accordance with the following general specifications:
- a. Method of reproduction – offset/xerography.
  - b. Finished size – 8 1/2" X 11".
  - c. Paper – 20-pound opaque bond.
  - d. Cover – Litho cover stock.
  - e. Pages will be printed on both sides; blank pages will be avoided when possible.
  - f. Oversize pages will be avoided when possible, but if necessary will be folded to 8 1/2" X 11".
  - g. Binding shall be the most economical method commensurate with the size of the report and its intended use.
- 2.5 Microfilm: When microfilm of drawings, specifications, and associated lists is required, it shall be 35mm silver halide negative, first generation (Type 1, Class 1) in accordance with ANSI/AIIM MS32-1987 (Microrecording of Engineering Source Documents on 35mm Microfilm). Input Form DD Form 1562, Dual Purpose Engineering Document Card, shall be used for microfilm purposes. The microfilm shall be submitted in the form of roll microfilm or master microfilm aperture cards. If microfilm rolls are used, they shall not exceed 100 feet in length. Deviations from these requirement shall be approved by the Contracting Officer. All deviations shall be coordinated with the MSFC Micrographics Manager, located in the Documentation Repository.
- 2.6 Contractor's Internal Documents: The contractor's internal documents shall be used to meet the data requirements of this DPD unless a specific format is required by the applicable DRD.
- 2.7 Document Identification: Type 1 and 2 documents published by the contractor and submitted in response to the data requirements of this DPD shall be identified within an organized identification numbering system prescribed to MSFC by the contractor and, if applicable, as approved by MSFC. This number, change legend, date, and title constitute the minimum identification of the specific document and shall appear on the cover and title page. The contract number shall also appear on the cover and title page as separate markings. The originator and organization shall be included on the title page. The document number, change legend, and date shall appear on each page of the document. In the front matter of each document, identify the DPD number and applicable DRD number(s) required for document preparation. Successive issues or revisions of documents shall be identified in the same manner as the basic issue and shall have appropriate change identification. Drawings and ECP's are excluded from the marking provisions of this paragraph. All Type 1 documentation, excluding configuration management requirements, will be marked "PRELIMINARY PENDING MSFC APPROVAL," and once approved shall be reissued with "APPROVED BY MSFC" and the date and approval authority annotated on the cover.

- 2.8 Reference to Other Documents in Data Submittals: All referenced documents shall be made readily available to the cognizant MSFC organization upon request. The contractor should make sure that the references are available to MSFC in a manner which does not incur delays in the use of the response document.
- 2.9 Maintenance of Type 1 Document Submittals
- 2.9.1 Revisions of Type 1 documentation may be accomplished either by individual page revision or by a complete reissue of the document identified in accordance with requirements of 2.7 above, with the exception of drawings (which shall be revised in accordance with contract configuration management requirements).
- 2.9.2 Individual page revisions shall be made as deemed necessary by the contractor or as directed by the Contracting Officer.
- 2.9.3 A Type 1 document shall be completely reissued when, in the opinion of the contractor and/or MSFC, the document has been revised to the extent that it is unusable in its present state, or when directed by the Contracting Officer. When complete reissues are made, the entire contents of the document shall be brought up to date and shall incorporate revised pages. All revisions shall be recorded. A revision log shall identify complete reissues except for periodic reports and documents which are complete within themselves as final.
- 2.9.4 Changes of a minor nature to correct obvious typing errors, misspelled words, etc., shall only be made when a technical change is made, unless the accuracy of the document is affected.
- 2.9.5 All revised pages shall be identified by a revision symbol and a new date. Each document shall contain a log of revised pages that will identify the revision status of each page with the revision symbol. This list shall follow the table of contents in each document. The line or lines revised on a given page shall be designated by the use of vertical line in the margin of the page, and the change authority shall be indicated adjacent to the change.
- 2.9.6 Contractor Type 1 documents shall not be submitted containing pen and ink markups which correct, add to, or change the text, unless schedule problems exist and approval is obtained in writing from the Contracting Officer. Such markups, however, shall not exceed 20 percent of the page content and shall be acceptable provided that the reproduced copies are legible. In addition, hand-drawn schematics, block diagrams, data curves, and similar charts may be used in original reports in lieu of formally prepared art work, as long as legibility of copies is not impaired. Acceptability will be determined by the Contracting Officer.
- 3.0 DPD MAINTENANCE PROCEDURES
- 3.1 MSFC-Initiated Change: New and/or revised data requirements will be incorporated by contract modification to which the new or revised portion of the DPD will be appended. The contractor shall notify the Contracting Officer in the event a deliverable data requirement is imposed and is not covered by a DRD, or when a DRD is changed by a contract modification and for which no revision to DPD is appended. In such cases, the contractor shall submit the requested changes to MSFC for approval. See paragraph 3.3.1 for change procedures.
- 3.2 Contractor-Initiated Change: Contractor-proposed data requirements, or proposed changes to existing requirements shall be submitted to MSFC for approval.
- 3.3 DPD Change Procedures
- 3.3.1 Changes to a contractual issue of this DPD will be identified by MSFC on the Document Change Log and Page Revision Log. The actual revised material on the DPD page will be identified by

placing a heavy vertical line in the right-hand margin extending the entire length of the change. In addition, the numerical control number of the contractual direction authorizing the change shall be placed adjacent to the vertical revision line. These revision identifiers shall be used to reflect the current revision only; any previous symbols on a page will be deleted by the current revision.

3.3.2 The date of the contractual direction paper, e.g., Change Order, Supplemental Agreement, or Contracting Officer's letter shall be entered under the "Status " column of the Page Revision Log adjacent to the affected page or DRD number, and in the "as of" block. The date that was in the "as of" block will be entered in the "Superseding" block.

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3.3.3 The Document Change Log entitled "Incorporated Revisions" will be changed to indicate the number, portions affected, and associated Supplemental Agreement number, if applicable.

3.3.4 The Document Change Log entitled "Outstanding Revisions" is changed periodically to indicate outstanding Change Orders and Contracting Officer notification letters.

3.4 DPD Reissues

3.4.1 When conditions warrant, the DPD will be reissued by MSFC and will supersede the existing DPD in its entirety. Reissues will be issued by contractual direction.

3.4.2 All revision symbols (vertical lines and contractual direction control numbers) will be removed from all pages; revision dates shall remain in the Date Revised block on DRD's that have been revised. The issue symbol, which will commence with "A" and progress through "Z," will be entered in the DPD identification block of each DRD page of the DPD.

**Center-Wide Administrative Services**  
Data Requirements List

| <u>DRD</u>             | <u>DATA TYPE</u> | <u>TITLE</u>  | <u>OPR</u> |
|------------------------|------------------|---|------------|
| CD - Contractual Data  |                  |   |            |
| 977CD-001              | 2                | Information Technology Security Plans for<br>General Support Systems and Major Applications | AD33       |
| 977CD-002              | 3                | On-Site Employee Location Listing   | PS10       |
| LS - Logistics Support |                  |   |            |
| 977LS-001              | 2                | Government Property Management Plan   | AD41       |
| MA - Management        |                  |   |            |
| 977MA-001              | 1                | Management Plan   | CD10       |
| 977MA-002              | 3                | Monthly Status Report   | PS20       |
| SA - Safety            |                  |   |            |
| 977SA-001              | 2                | On-site Safety and Health Plan  | QS50/AD10  |
| 977SA-002              | 3                | Mishap and Safety Statistics Reports  | QS50       |

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977
2. DRD NO.: 977CD-001
3. DATA TYPE: 2
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: Information Technology Security Plans for General Support Systems and Major Applications
7. DESCRIPTION/USE: To document information technology risk assessment and safeguards for each Federal general support computer system and major software application.
8. OPR: AD33
9. DM: CD10
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: 45 days after contract award
12. SUBMISSION FREQUENCY: Revise as required
13. REMARKS: This information technology security plan must be consistent with and further detail the approach contained in the offeror's proposal or sealed bid that resulted in the award of this contract and in compliance with the requirements stated in NFS 1852.204-76.
14. INTERRELATIONSHIP: PWS paragraph 1.6
15. DATA PREPARATION INFORMATION:
  - 15.1 SCOPE: Information Technology Security Plans for General Support Systems and Major Applications document the safeguards necessary to ensure sufficient availability, integrity, and confidentiality of the electronic information managed within the systems and/or applications, based on the contractor's assessment of risks.
  - 15.2 APPLICABLE DOCUMENTS:

|                 |  |
|-----------------|--|
| NPG 2810.1      | <i>Security of Information Technology</i>                                      |
| NFS 1804.470-3  | <i>Security Plan for unclassified Federal Information Technology systems</i>   |
| NFS 1852.204-76 | <i>Security Requirements for Unclassified Information Technology Resources</i> |
  - 15.3 CONTENTS: The plan shall contain the information required by NFS 1804.470-3, NFS 1852.204-76, and NPG 2810.1.
  - 15.4 FORMAT: Contractor format is acceptable.
  - 15.5 MAINTENANCE: Changes shall be incorporated by change page or complete reissue.

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977
  2. DRD NO.: 977CD-002
  3. DATA TYPE: 3
  4. DATE REVISED:
  5. PAGE: 1/1
  6. TITLE: On-Site Employee Location Listing
  7. DESCRIPTION/USE: To assist NASA in conducting contractor floor checks.
- 
8. OPR: PS10
  9. DM: CD10
  10. DISTRIBUTION: Per Contracting Officer's letter
  11. INITIAL SUBMISSION: Fifteenth of month following first month of operation after Authority to Proceed (ATP)
  12. SUBMISSION FREQUENCY: Update quarterly. If deemed necessary by the Contracting Officer, the contractor shall submit the list at times other than stated.
  13. REMARKS: Reference is made to FAR 52.215-2, *Federal Acquisition Regulation* Clause: Audit - Negotiation.
  14. INTERRELATIONSHIP: PWS paragraph 1.6
  15. DATA PREPARATION INFORMATION:
    - 15.1 SCOPE: The On-Site Employee Location Listing shall provide NASA with a list of all on-site contractor employees working under this contract and their designated locations.
    - 15.2 APPLICABLE DOCUMENTS: None
    - 15.3 CONTENTS: The list shall include the following information for each employee: employee's name, position, location (building/room number), shift assignment, supervisor's name, and supervisor's location (building/room number).
    - 15.4 FORMAT: Contractor format is acceptable.
    - 15.5 MAINTENANCE: None required

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977
2. DRD NO.: 977LS-001
3. DATA TYPE: 2
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: Government Property Management Plan
7. DESCRIPTION/USE: To describe the method of controlling and managing Government property.
8. OPR: AD41
9. DM: CD10
10. DISTRIBUTION: Cognizant property administrator
11. INITIAL SUBMISSION: Preliminary three months after Authority To Proceed (ATP)
12. SUBMISSION FREQUENCY: Final one year after ATP, revise as required
13. REMARKS: This document shall be the official contract requirements document for the control and identification of all Government property.
14. INTERRELATIONSHIP: PWS paragraph 1.6
15. DATA PREPARATION INFORMATION:
  - 15.1 SCOPE: The Government Property Management Plan defines the contractor's methods of care, accounting, and control of Government property.
  - 15.2 APPLICABLE DOCUMENTS

|             |   |
|-------------|---|
| FAR         | <i>Federal Acquisition Regulation, Part 45</i>  |
| NPG 5100.4B | <i>Federal Acquisition Regulation Supplement, (NASA/FAR Supplement) Part 18-45 and latest revisions thereto</i> |
  - 15.3 CONTENTS: This plan shall satisfy the requirements of the documents listed in 15.2, and the contract. This plan shall consist of those procedures which constitute the contractor's property management system and shall include the following categories:

|                          |                           |
|--------------------------|---------------------------|
| a. Property management.  | i. Reports.               |
| b. Acquisition.          | j. Consumption.           |
| c. Receiving.            | k. Utilization.           |
| d. Identification.       | l. Maintenance.           |
| e. Records.              | m. Subcontractor control. |
| f. Movement.             | n. Disposition.           |
| g. Storage.              | o. Contract close-out.    |
| h. Physical inventories. |                           |
  - 15.4 FORMAT: Contractor format is acceptable.
  - 15.5 MAINTENANCE: Changes shall be incorporated by change page or complete reissue.

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977      ISSUE: Basic
2. DRD NO.: 977MA-001
3. DATA TYPE: 1
4. DATE REVISED:
5. PAGE: 1/1
6. TITLE: Management Plan
7. DESCRIPTION/USE: To provide a description of the contractor's overall management system and organization for accomplishing the requirements set forth in the contract.
8. OPR: CD10      9. DM: CD10
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: 30 days after Authority to Proceed (ATP)
12. SUBMISSION FREQUENCY: Revise as required
13. REMARKS:
14. INTERRELATIONSHIP: PWS paragraph 1.3
15. DATA PREPARATION INFORMATION:
  - 15.1 **SCOPE:** The Management Plan shall describe the contractor's concept plans, practice, and approach for accomplishing the requirements set forth in the contract, i.e., managing and controlling project tasks, experimental work, and management interfaces. The plan shall be in such detail as necessary to convey the contractor's internal procedures.
  - 15.2 **APPLICABLE DOCUMENTS:** None
  - 15.3 **CONTENTS:**
    - a. The plan shall include a description of the project tasks to be accomplished and an outline of methods by which the contractor proposes to accomplish each task down to the Level III WBS task level.
    - b. The plan shall also include a description of management concepts, plans, project management and task/control systems, organizational approach, and communication channels between the contractor and the Government. This shall include descriptions, flow charts, schedules, and other documentation necessary to give a comprehensive plan of organization and accomplishment.
  - 15.4 **FORMAT:** Contractor format is acceptable.
  - 15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977                      ISSUE: Basic
  2. DRD NO.: 977MA-002
  3. DATA TYPE: 3
  4. DATE REVISED:
  5. PAGE: 1/1
  6. TITLE: Monthly Status Report
  7. DESCRIPTION/USE: To provide visibility to contractor and MSFC project management of actual and potential problems and progress toward meeting the technical and schedule requirements.
- 
8. OPR: CD10                      9. DM: CD10
  10. DISTRIBUTION: Per Contracting Officer's letter
  11. INITIAL SUBMISSION: First calendar month following the end of the first full month after Authority to Proceed (ATP), unless otherwise specified by the Contracting Officer
  12. SUBMISSION FREQUENCY: 10 days following the end of each month.
  13. REMARKS:
  14. INTERRELATIONSHIP: PWS paragraph 1.3
  15. DATA PREPARATION INFORMATION:
    - 15.1 SCOPE: The Monthly Status provide data for the assessment of monthly technical and schedule progress and summarize the results of the entire contract work.
    - 15.2 APPLICABLE DOCUMENTS: None
    - 15.3 CONTENTS:

The Monthly Status Report shall contain:

      - a. Work accomplished for current reporting period, including a report of overall technical and schedule performance.
      - b. Work planned for next reporting period.
      - c. Current problems which may impede performance or impact program schedule and proposed corrective action.
      - d. Other information that may assist the Government in evaluating the contractor's technical and schedule performance, e.g., innovative processes and reduction initiatives.
      - e. Self-assessment data as required in Attachment 3.
    - 15.4 FORMAT: Contractor format is acceptable.
    - 15.5 MAINTENANCE: None required

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977                      ISSUE: Basic
2. DRD NO.: 977SA-001
3. DATA TYPE: 2
4. DATE REVISED:
5. PAGE: 1/3
6. TITLE: On-site Safety and Health Plan
7. DESCRIPTION/USE: To provide the contractor and the Government a baseline document for planning, management, control, and implementation of the contractor's industrial/occupational safety, health, and environmental program.
8. OPR: AD02/QS50/AD10      9. DM: CD10
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION: Preliminary with proposal
12. SUBMISSION FREQUENCY: Ten days after Authority to Proceed (ATP); update as required
13. REMARKS:
14. INTERRELATIONSHIP: NFS 1852.223-70, *Safety and Health*; FAR 52.223-3, *Hazardous Material Identification and Material Safety Data*; FAR 52.223-4, *Recovered Material Certification*; FAR 52.223-5, *Pollution Prevention and Right-to-Know Information*; FAR 52.223-7, *Notice of Radioactive Materials*; FAR 52.223-9, *Estimate of Percentage of Recovered Material Content for EPA Designated Products*; FAR 52.223-10, *Waste Reduction Program*; FAR 52.223-11, *Ozone Depleting Substances*; FAR 52.223-12, *Refrigeration Equipment and Air Conditioners*; FAR 52.223-13, *Certification of Toxic Chemical Release Reporting*; and FAR 52.223-14, *Toxic Chemical Release Reporting*. PWS paragraph 1.5
15. DATA PREPARATION INFORMATION:
  - 15.1 SCOPE: The On-site Safety and Health Plan describes the contractor's method of implementing occupational safety, health, and environmental standards over the duration of the contract.
  - 15.2 APPLICABLE DOCUMENTS: Implementation of the following Occupational Safety and Health Standards and applicable requirements shall be specified in the plan.

|   |   |
|---|---|
| 29 CFR 1910   | <i>Department of Labor; Occupational Safety and Health Administration Standards for General Industry</i>  |
| 29 CFR 1926   | <i>Department of Labor; Occupational Safety and Health Administration Standards for Construction Industry (if applicable to scope of this contract)</i> |
| 40 CFR  | <i>Protection of the Environment</i>  |
| ANSI Standards applicable to the scope of this contract |   |
| ASME Boiler and Pressure Vessel Code                    |   |
| MPG 8870.1  | <i>MSFC Environmental Management Program</i>  |
| MPG 1040.3  | <i>MSFC Emergency Plan</i>  |
| MPG 1840.3  | <i>MSFC Hazardous Chemicals in Laboratories Protection Program</i>  |
| MPG 1840.1  | <i>MSFC Confined Space Entries</i>  |
| MPD 1860.2  | <i>MSFC Radiation Safety Program</i>  |
| MPG 1810.1  | <i>MSFC Occupational Medicine</i>   |
| MPD 1840.3  | <i>MSFC Respiratory Protection Program</i>  |
| MPD 1840.2  | <i>MSFC Hearing Conservation Program</i>  |
| MPD 1840.1  | <i>MSFC Environmental Health Program</i>  |
| MPG 1840.2  | <i>MSFC Hazard Communication Program</i>  |
| MPD 1860.1  | <i>Laser Safety</i>   |

## DRD Continuation Sheet

TITLE: On-site Safety and Health Plan

DRD NO.: 977SA-001

DATA TYPE: 2

PAGE: 2/3

### 15. DATA PREPARATION INFORMATION (CONTINUED):

---

|                  |  |
|------------------|--|
| MPG 1800.1       | <i>Bloodborne Pathogens</i>  |
| MWI 3410.1       | <i>Personnel Certification Program</i>   |
| MPG 8715.1       | <i>Marshall Safety, Health and Environmental (SHE) Program</i>   |
| MPD 8900.1       | <i>Medical Operations Responsibilities for Human Space Flight Programs</i> (NOTE: This document only applies to Space Station contracts) |
| NFPA Standards   | <i>National Fire Codes</i>   |
| NPG 8715.3       | <i>NASA Safety Manual</i>  |
| NASA-STD-8719.11 | <i>Safety Standard for Fire Protection</i>   |

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15.3 **CONTENTS:** The plan shall describe the manner in which the contractor shall implement the intent of the requirements of the applicable documents as they pertain to the specific statement of work tasks to be performed. The plan shall define the safety, health, and environmental program, objectives and goals, management structure, and detailed description of the total safety program including responsibilities, procedures, reporting, training, compliance methodologies, and interface and coordination activities. The On-site Safety and Health Plan shall include:

- a. Management commitment and employee involvement in the safety and health program:
  1. Statement of management policy, commitment, and accountability to provide for the safety and health of personnel (i.e., employees, customers, and public) and property and compliance with EPA, OSHA and NASA requirements.
  2. Provision for top-level management monthly safety and health committee meetings.
  3. Descriptions of safety and health awareness and motivation programs, including documented safety meeting requirements, and documented safety awareness training for employees. (Safety meeting statistics documented in the Supervisors Safety Web page: [http://msfcsma3.msfc.nasa.gov/dbwebs/apps/sswp/SSWP\\_login.taf](http://msfcsma3.msfc.nasa.gov/dbwebs/apps/sswp/SSWP_login.taf))
  4. Means of program evaluation, identifying duties, methods and frequency for internal evaluation of the safety and health program, and identification of personnel who perform evaluations and to whom evaluations are reported and who approves corrective action.
  5. Flowdown of safety responsibilities between appropriate tiers (i.e., subcontractors).
  6. Identification of employees (by type, classification, and qualification) responsible for the implementation of the above elements.
- b. System and worksite hazard analysis:
  1. Methods of hazard identification and control, e.g., hazard analysis and risk assessment.
  2. Descriptions of OSHA programs that require documented plans (e.g., Personnel Protective Equipment (PPE), Confined Space, and Lockout/Tagout, etc. Include the interrelationships with the MSFC plans.) (Note: only programs applicable to the contract need to be addressed.)
  3. Requirements for formal safety inspections and correction of deficiencies.
  4. Requirements for documented safety visits (e.g., one per month per supervisor) documented in the Supervisors Safety Web page.
  5. Schedules of the frequency and documentation requirements for inspections, plan and procedure reviews, and certifications.
- c. Hazard prevention and control:
  1. Methods to include clear statements of hazardous situations and necessary cautions in appropriate detail plans, procedures, and other working documents.
  2. Controls over the procurement, storage, issuance, and use of hazardous substances and procedures for recycling and disposal of hazardous waste.
  3. Method of ensuring a documented emergency management program. Include a list of emergency points of contract. (Note: on-site contractors may use MPG 1040.3.)

## DRD Continuation Sheet

TITLE: On-site Safety and Health Plan

DRD NO.: 977SA-001

DATA TYPE: 2

PAGE: 3/3

15. **DATA PREPARATION INFORMATION (CONTINUED):**

4. Method of reporting and investigating all mishaps and close calls, including an outline of reporting requirements and a description of how root cause analysis is to be accomplished.
  5. Provisions for safety, health, and environmental services such as hazardous waste disposal, industrial hygiene monitoring, emergency medical support, hearing conservation program, and hazard communication.
  6. Provision for suspending work where safety or environmental conditions warrant such action.
- d. Safety and health training:
1. Means for training each employee to recognize hazards and avoid accidents, and assuring each employee has a clear understanding of the disciplinary program.
  2. Provisions for training and certification of personnel performing potentially hazardous operations. Job categories under the contracted effort that require certification shall be identified. Personnel Certification for the identified job categories shall be tracked in the MSFC Certification Database (CERTRAK) in accordance with MWI 3410.1 "Personnel Certification Program."
- e. Environmental compliance - Provisions for compliance with environmental laws and regulations by: reporting hazardous and toxic substance use; implementing green procurements; reducing, reusing, and recycling of hazardous and toxic substances prior to disposal; minimizing stormwater pollution; ensuring equipment and processes permitted by applicable laws; and disposing of solid and liquid materials as permitted by applicable laws.

15.4 **FORMAT:** Contractor format is acceptable.

15.5 **MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

## DATA REQUIREMENTS DESCRIPTION (DRD)

1. DPD NO.: 977
2. DRD NO.: 977SA-002
3. DATA TYPE: 3
4. DATE REVISED:
5. PAGE: 1/2
6. TITLE: Mishap and Safety Statistics Reports
7. DESCRIPTION/USE: To provide reporting of mishaps and related information required to produce metrics for MSFC.
8. OPR: QS50
9. DM: CD10
10. DISTRIBUTION: Per Contracting Officer's letter
11. INITIAL SUBMISSION:
  - a. Type A or B mishaps: Initial notification shall be by telephone immediately. MSFC Form 4370 or by telephone (256-544-4357, select "0", and ask the technician to complete the Mishap Flash Report) shall be submitted within 4 hours of knowledge of Type A and B mishaps.
  - b. Type C, Incident, and Close Call mishaps: Initial notification shall be by MSFC Form 4370 or by telephone (256-544-4357, select "0", and ask the technician to complete the Mishap Flash Report) within 4 hours of knowledge of mishaps that have the potential for lost-time; damage exceeding \$25,000; impacting critical project/program schedule; or gaining public attention in accordance with MWI 8621.1.
  - c. A follow-up mishap report shall be submitted using NASA Form 1627 within 10 days of mishap in accordance with MWI 8621.1.
  - d. MSFC Form 4371 listing the baseline information (e.g., contract number, subcontractors, SIC codes, number of employees, number of supervisors, etc.) shall be submitted by the 10<sup>th</sup> of each month following contract award.
  - e. Mishap Board Report: After completion of Type A or B mishap investigation.
12. SUBMISSION FREQUENCY:
  - a. MSFC Form 4370 - Each occurrence of a mishap.
  - b. NASA Form 1627 - Each occurrence of a mishap. Corrective action status reports are due every 30 days until the final report is submitted.
  - c. MSFC Form 4371 - By the 10<sup>th</sup> of each month.
  - d. Mishap Board Report - Each occurrence of a Type A or B mishap.
13. REMARKS:
14. INTERRELATIONSHIP: PWS paragraph 1.5
15. DATA PREPARATION INFORMATION:
  - 15.1 SCOPE: The Mishap and Safety Statistics Reports document all mishaps and close calls as required in NPG 8621.1.
  - 15.2 APPLICABLE DOCUMENTS

|            |   |
|------------|---|
| NPG 8621.1 | NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping |
| MWI 8621.1 | Close Call and Mishap Reporting and Investigation Program                             |

## DRD Continuation Sheet

**TITLE:** Mishap and Safety Statistics Reports

**DRD NO.:** 977SA-002

**DATA TYPE:** 3

**PAGE:** 2/2

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**15. DATA PREPARATION INFORMATION (CONTINUED):**

**15.3 CONTENTS:** The reports shall contain the information required by NPG 8621.1. The contractor shall use the forms listed in 15.4 to report mishaps and related information required to produce the safety metrics.

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**15.4 FORMAT:** The following formats shall be submitted:

- a. MSFC Form 4370, "MSFC Flash Mishap Report."
- b. NASA Form 1627, "NASA Mishap Report."
- c. MSFC Form 4371, "MSFC Contractor Safety Statistics."
- d. Mishap Board Report using the format provided in NPG 8621.1.

**15.5 MAINTENANCE:** Changes shall be incorporated by change page or complete reissue.

## ATTACHMENT 3

### Profit Assessment Plan

The purpose of this Profit Assessment Plan is to define the overall approach NASA/George C. Marshall Space Flight Center will use to monitor contractor performance and assess profit on NAS8-01002. This plan defines the process the Government will follow to obtain data, evaluate the Contractor and determine if contract performance is acceptable.

#### 1. Evaluation Criteria/Price Reduction

|   | Year 1  | Year 2  | Year 3  | Year 4  | Year 5  |
|---|---|---|---|---|---|
| Occurrence of type A, B, or C mishaps, Mishap and Safety Statistics Reports DRD 977SA-002 | 10% of potential profit on all existing task orders.  | 10% of potential profit on all existing task orders.  | 10% of potential profit on all existing task orders.  | 10% of potential profit on all existing task orders.  | 10% of potential profit on all existing task orders.  |
| Timely Submission of Monthly Status Reports DRD 977MA-002 and Customer Survey Tallys      | \$1,000   | \$1,000   | \$1,000   | \$1,000   | \$1,000   |
| Customer Surveys  | \$1,000   | \$1,000   | \$1,000   | \$1,000   | \$1,000   |
| Timely staffing of new/vacated positions  | 5% of potential profit for the respective task order. | 5% of potential profit for the respective task order. | 5% of potential profit for the respective task order. | 5% of potential profit for the respective task order. | 5% of potential profit for the respective task order. |

#### 2. Performance Measurement

The contractor shall perform monthly self-assessments and report their findings in the Monthly Status Report (DRD 977MA-002). For each 6-month period, the contractor shall provide a summary report. This report will be used to calculate the reduction (if any) to the potential profit for that 6-month period. The reported items shall include the Performance Standard Summary Work Requirements outlined in attachment 4 and shall identify the task order on which each reportable incident occurred. All criteria will be evaluated by the Contracting Officers Technical Representative (COTR) based upon the Status Report submitted by the contractor. The Status Report data will be reviewed and validated by the COTR or technical monitor(s). The monitor(s) will be responsible for reporting any discrepancies to the COTR. The Government will conduct random audits of the Status Report to validate the accuracy of data submitted by the contractor. Other surveillance techniques may be employed if considered necessary by the Government.

Mishap and Safety Statistics Reports (DRD 977SA-002) - This

criterion will be used to evaluate the Contractor's safety and health program. A deduction in the amount of 10 percent of the potential profit on all existing task orders shall be made for each occurrence of a type A, type B, or type C mishap determined by the Contracting Officer to be the result of the Contractor's violation of its On-site Safety and Health Plan, DRD 977SA-001.

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Monthly Status Reports - This criterion will be used to evaluate the Contractor's compliance with the reporting requirements of this contract. A deduction in the amount of \$1,000 shall be made if the Monthly Status Report is more than 2 business days late and/or the customer survey tally is more than 10 business days late. The deduction (if any) will be made on the task order that includes the time charged by the Program Manager.

Customer Satisfaction - To measure the quality of the services provided, the Contractor shall, on a quarterly basis, electronically distribute a customer survey to its customers (an example of the customer survey follows this attachment). Each customer will provide performance evaluation input and forward it to the Contractor electronically. The Contractor shall tally the results and forward them to the COTR within 10 business days after the end of the quarter. The Contractor may include explanations and rationale for unsatisfactory performance which shall be reviewed by the COTR to determine if the unsatisfactory performance is within the Contractor's control. Random audits of results to validate the accuracy of data submitted by the Contractor shall be conducted. A deduction in the amount of \$1,000 shall be made for each confirmed unsatisfactory rating.

Staffing Requirements - This criterion will be used to evaluate the Contractor's ability to staff new/vacated positions with fully qualified personnel in a timely manner. A deduction in the amount of 5 percent of the potential profit for the respective task order or task order supplement shall be made for each new/vacated position that is not staffed within 10 work days

### 3. Evaluation Frequency

A modification incorporating any profit deductions assessed shall be issued every 6-months from the date of contract award. The deduction (if any) shall only affect the 6-month period being evaluated and shall cover all three of the evaluation criteria listed in Paragraph 2 above.

### 4. Audit Reporting Integrity

If random audits by the COTR detect reporting errors, the Contractor's potential profit for the respective task order will

be reduced by 10 percent for the first occurrence. Any repeated reporting errors will result in a 50 percent deduction in remaining potential profit for the respective task order.

Customer Survey Example  
~~Centerwide Administrative Services Contract~~  
Human Resources Department  
Customer and Employee Relations Directorate

In order to improve the quality of our services, please provide us feedback on the services and support you have received. Please e-mail your comments to the service provider at the e-mail address on this form.

ORGANIZATION CODE \_\_\_\_\_

NAME \_\_\_\_\_ (Optional)

DATE \_\_\_\_\_

Please rate the following metrics by placing an X under the appropriate response.

|  | <u>Unsatisfactory</u>   | <u>Satisfactory</u> | <u>Excellent</u> |
|--|---|---------------------|------------------|
| 1. Courtesy and professionalism of the provider.                             | <div style="border: 1px solid black; width: 300px; height: 100px;"></div> |                     |                  |
| 2. Quality of the work provided.   |   |                     |                  |
| 3. Job knowledge of person providing support.                                |   |                     |                  |
| 4. Timeliness of support provided.<br>(10 workdays from receipt of funding?) | <u>Yes</u>  | <u>No</u>           | <u>N/A</u>       |
|  | <div style="border: 1px solid black; width: 250px; height: 30px;"></div>  |                     |                  |

A customer survey will be deemed to have an overall rating of unsatisfactory if two or more of the metrics above are checked unsatisfactory.

### Definitions

**Unsatisfactory:** Contractor failed to meet or barely met normal expectations and only with Government assistance. Products or Services required frequent extensions to delivery schedules or waivers to product requirements. Quality of services or products are marginally acceptable. Personnel required additional training before becoming acceptable, and management is slow to respond.